

<b>Notice of References Cited</b>	Application/Control No. 10/755,798		Applicant(s)/Patent Under Reexamination LEGAULT ET AL.	
	Examiner Jeffrey R. West		Art Unit 2857	Page 1 of 1

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	V	Rotondaro et al., "Using Failure Mode Effect Analysis (FMEA) to Improve Service Quality Service Operations Management", Proceedings of the 12 <sup>th</sup> Annual Conference of the Production and Operations management Society, March 30-April 2, 2001.
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\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.